



15439 Pebble Gate, San Antonio, TX 78232 • (210) 497-5529 • Fax (210) 497-8532 • www.HealingTouchProgram.com

Class Payment, Cancellation and Refund Policies

Healing Touch Program (HTP) Unconditional Guarantee

Healing Touch Program classes come with a 100% money back guarantee and my personal promise. If you fully participate in and complete an entire Healing Touch class and take 10 days to use the Healing Touch skills that you learned on yourself or another, and find that you have not received any value and cannot positively influence your life with the Healing Touch techniques and principles you learned in the class, you may request a refund of your tuition.

For a Level 1, 2 or 3 class, call or email your instructor and explain your experience within 10 days after completing the class and we will work with your instructor to refund your tuition. We will also follow up with you to learn how we can best serve your needs and make improvements.

For all other classes, email us at info@healingtouchprogram.com and explain your experience within 10 days after completing the class and we will contact you and refund your tuition.

I take your energy medicine education to heart, and you have my personal promise that Healing Touch will prepare you to offer a holistic, heart-centered way of caring for yourself and others.

Lisa Gordon, HTP CEO

HTP Class Sponsorship Categories

All HTP classes are taught by a Healing Touch Certified Instructor (HTCI) who is authorized to teach the class. Classes are sponsored in two ways:

- **Independent HTCI Sponsored Class** - The HTCI handles all class logistics and teaches the class.
- **HTP Sponsored Class** – HTP handles all class logistics and hires the HTCI to teach the class. This applies to all HTP classes.

Refund Policies

1. Independent HTCI Sponsored Class Refund Policy
2. HTP Sponsored Class Refund Policy
3. HTP Class Package Refund Policy

1. Independent HTCI Sponsored Class Refund Policy

An Independent Class is sponsored and provided by the HTCI authorized to teach the HTP class. This class is offered independent of HTP and is provided according to the HTP Class Guidelines. The HTCI is responsible for all logistics for the class, including financial administration and class refunds.

Cancellation and refund policies are determined by the HTCI for their class. No refunds for an Independent Class will be given by HTP.

Cancellation and refund policies for Class Packages are described in the HTP Class Package Refund Policy below.

2. HTP Sponsored Class Refund Policy

HTP Payment Policy

Payments to HTP are made with the agreement and understanding that there is a fee of \$35 or 10% of the cost of the transaction, whichever is greater, for returned checks or for credit card payments that are either disputed or refunded by a third party. Payment refunds are made according to the applicable policy below.

HTP Sponsored Class Registration Payment

All student payments will be applied to the total amount due for the class. Tuition for the class must be paid in full or be enrolled in an HTP payment plan three weeks prior to the class start date. A student with an incomplete tuition is subject to be withdrawn from the class and issued a refund of the amount paid to date minus processing and materials fees.

HTP Level 5 Class Requirement

The HT Practitioner Apprentice is required to complete all of the Level 5 Growth Work and have it approved by their HTP Mentor or Qualified Mentor to attend the Level 5 class. A student with incomplete Growth Work is subject to not continuing in the class and tuition forfeiture.

HTP Sponsored Class Cancellations Requests

Cancellation requests must be sent by the registrant to HTP in writing and must be received three weeks prior to the class start date. The request must contain the registrant's name, address, phone and email, and the class level, dates and location.

Cancellations should be emailed to HTPClasses@HealingTouchProgram.com or mailed to Healing Touch Program, 15439 Pebble Gate, San Antonio, TX 78232.

For a Refund Request submit this form, [Student Transfer/Refund Form](#).

HTP Sponsored Class Refund Payments

For payments made to HTP via credit card within the previous 90 days, the refund will usually be in the form of a credit to the same card. Refunds will be less any associated fees resulting from the method of payment (i.e. credit card charges). After 90 days, the refund will be paid by check. If the tuition was paid by check, the refund will also be paid by check. HTP will mail refund checks to the registrants address as it appears on the cancellation request. Payment plans on packages and classes include a financing charge which is non-refundable.

Level 4, 5 and 6 Class Tuition Refund

Student cancellations made prior to three weeks (21 days) before the start date of the class are eligible for a full refund, less materials and processing fees. Tuition may be applied toward a future class that is within one year of cancellation date. The 21 day period is needed to accommodate pre-class activities and materials shipping costs.

Student cancellations made less than three weeks (21 days) before the start date of the class will incur a \$200 cancellation fee. The remaining tuition may be refunded, less materials and processing fees, or applied toward a future class that is within one year of the cancellation date.

Cancellations made after the class start date are subject to forfeit, except in the case of extenuating circumstances, such as a death in the family, visit to the emergency room, etc. and must be submitted in writing to HTP and approved by HTP.

All refunds are less credit card fees paid by HTP and non-refundable financing charges.

Cancellation/Rescheduling of HTP Sponsored Classes

HTP reserves the right to reschedule or cancel any class or related event(s) in our sole discretion. In the event that HTP cancels or reschedules a class, the student may transfer and apply the class tuition and any room and board costs paid to HTP to another scheduled HTP class or may request a full refund of the class tuition and room and board paid. HTP is not responsible for, and will not reimburse, travel costs including airline tickets, hotels costs (other than HTP provided room and board costs), or any other costs or expenses the registrant may incur as a result of the cancellation or change. HTP reserves the right to change any instructor for any class or event without notice.

Healing Touch Program management reserves the right, at its discretion and without explanation, to keep a person from registering for a class or to require a participant to leave a class. Any refunds will be handled on a case by case basis by the discretion of the management team.

3. HTP Class Package Refund Policy

Class Packages are nonrefundable after 30 days from the date of purchase.

Class Package Cancellation Within 30 days of Purchase

Prior to taking package classes, a full refund, minus credit card processing fees, will be issued by HTP.

After taking one or more package classes, a refund of the package price minus the full retail tuition of any classes taken and minus credit card process fess will be issued by HTP.

A cancellation fee of \$100 applies to any Level 1, 2 or 3 class that is registered for and not attended without a 48 hour notification to HTP and the HTCI prior to the start of the class.

A cancellation fee of \$200 applies to any HTP Sponsored Class that is registered for and not attended without a 48 hour notification to HTP.

Class Package Cancellation After 30 days of Purchase

Class packages become nonrefundable after 30 days from the date of purchase. Cancellations requested after 30 days from the date of purchase with no classes taken are considered on a case by case basis and may receive refunds less any used portion of the package and any nonrefundable expenses including memberships, cancellation fees, credit card fees, materials cost or financing charges. Payment plans on class packages include a financing charge. Any classes taken will be billed at the full class price and payment for those classes will be deducted from any payments already made.

For Independent Classes, cancellation fees collected will be paid to the Instructor or Coordinator sponsoring the class.

Students may still register for another class after the above cancellation fee has been paid.